

KIDSCARE ELIGIBILITY DETERMINATION

Request for Proposal (RFP) YH07-0044

QUESTION AND RESPONSE FORM - Round 4

Question #	Section	Paragraph #	Page #	Question	Response
1	Scope of Work	2.0	4	What are current issues relating to children losing coverage (e.g. aging out, families over income, new requirements for proof of citizenship?)	Current issues relating to children losing coverage include non-payment of premiums and failure to complete renewals.
2	Scope of Work	2.0	4	Please verify whether or not the contractor will be providing eligibility services to all SCHIP children/parents in addition to other Medicaid eligible populations. What other populations would be included? And when? Differentiate which services are to be provided by contractor? By state?	The contract is only for SCHIP children and parents. The contract is to determine eligibility for these groups.
3	Scope of Work	2.2	6	Currently 400 applications from other organizations are received through e-gov. Are these numbers expected to increase in the future? If so, by what percentage? Under what circumstances; changes in policy, growth in other populations? Please specify.	AHCCCSA anticipates but cannot guarantee that applications coming in from Health-e-Arizona will increase. We do not have a projection.
4	Scope of Work	2.4.1	6	Of the information management systems identified in the RFP, specifically which ones will the Contractor staff need to access and interface with on a daily basis to process applications and renewals? (e.g. PMMIS).	ACE, KOFAX, FORTIS, PMMIS, AZTEC, GUIDE, WTPY, Arizona Vital records.
5	Scope of Work	3.1.1, para. 5	10	In what circumstances would the contractor send information for "any manually" generated decision as opposed to AHCCCSA sending a system generated notice advising them of the final determination and explaining their appeal rights? Please explain.	See Round 1, question 5. Additionally, these manual notices, like the system generated notices do include information on appeal rights.
6	Scope of Work	3.1.3	11	Please elaborate on the current relationship and associated tasks between CBO's agency in regards to application distribution process through submission. Are CBO's compensated? Under MOU? Grant from the state?	See Round 1, question 3.
7	Scope of Work	4.0	13	What constitutes hardship? How are children granted waivers for premium payments? Does this relate only to Native American children?	Hardship criteria is described in the KidsCare Eligibility Manual (Chapt 1100) available in the Bidder's Library.
8	Scope of Work	5.0, para. 5	13	Is the contractor responsible for developing all materials, please specify which ones? How often are materials updated? By whom? Provide inventory.	AHCCCSA is responsible for creating and updating the initial and renewal applications. The applications are updated as needed.
9	Scope of Work	5.0, para. 2	13	How many other languages should materials be available in other than English and Spanish? Korean, Vietnamese, French, Amharic, others?	None
10	Scope of Work	5.0, para. 5	13	Please provide detail description about outreach efforts currently performed by CBO and their effectiveness?	See Round 1, question 3.
11	Scope of Work	5.0, para. 5	13	Please provide a list of names of local community organizations that previously performed outreach activities?	A list of the Health-e-Arizona organizations is in the Bidder's Library. Children's Action Alliance has performed some outreach activities over the last few years.

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12	Scope of Work	5.1	14	Does the current customer service line have a 24-hour voice messaging service? If so, what is the average number of returns call that are made the next day by AHCCCS staff for voicemail messages?	There is no voice mail for KidsCare in the Communication Center. The phone system announces the work hours and when the Center is closed.
13	Scope of Work	5.3	15	What is the monthly volume of return mail for bad addresses or inaccurate information?	See Round 2, question 38.
14	Scope of Work	6.2	16	Provide data for monthly activities related to number of appeals, number of hearings, number of appeals resolved?	See Bidder's Library under Statistics - Appeals/Hearings.
15	Scope of Work	7.0	18	Are the performance measurements in RFP currently being used? If so, are there any deficiencies?	See Round 1, question 10.
16	Scope of Work	8.2	20	What other government agencies or offices will the Contractor need to interface with on a daily basis?	The Contractor may need to interface routinely with DES.
17	Scope of Work	9.0	21	Please provide a list of additional information or ad-hoc reports that are currently being generated by AHCCCSA for KidsCare and the HIFA parent program?	The following are reports available in the ACE reporting facility: Initial Applications Received by Application Date, Initial Applications Dispositioned, Application Timeliness, Renewals Dispositioned, Renewal Timeliness, Active Caseload Summary by Program.
18	Scope of Work	10.1.2	23	How many beneficiaries would be eligible to participate in the employer sponsored program? Please provide estimates of children/parents.	This program is not under development yet.
19	Scope of Work	10.1.3	24	What job classes/positions of current staff will remain with state? Be rehired by contractor? Please identify by position.	Information on the position's that will be displaced by the Contract are in the Bidder's Library under Staffing.
20	Scope of Work	10.1.3	24	Are there certain AHCCCSA management and staff that the Contractor will not be able to hire during the transition phase? If so, please explain why.	While AHCCCSA cannot prohibit the Contractor from hiring certain AHCCCSA management and staff during the transition phase, AHCCCSA strongly encourages the Contractor to work closely with AHCCCSA to ensure the eligibility determination activities are not disrupted during this period by the sudden depletion of State staff.
21	Scope of Work	10.1.3	24	Will a list be provided of previous State employees that AHCCCSA has determined are not eligible for rehire? If so, when?	Upon Contract award, the Contractor may submit names of potential staff with previous state experience to AHCCCSA and AHCCCSA will inform the Contractor if any of these individuals have been determined not to be eligible for rehire.
22	Scope of Work	10.1.3	24	What is the average number of years the current State staff (92) have been employed with AHCCCSA KidsCare branch?	See information on staff experience that has been added to the Bidder's Library under Staffing.
23	Scope of Work	10.1.3	24	Have current State AHCCCSA employees consistently achieved/meet the performance thresholds identified in the RFP for timeliness and accuracy of applications, renewals and eligibility determination?	See reports included in the Bidder's Library under Performance Results/Reviews.
24	Scope of Work	10.3	25	How many days/weeks is the initial training for the Contractor on the KidsCare and HIFA requirements and the use of the existing systems used by AHCCCS?	Currently for new AHCCCS eligibility workers the training is about 4 weeks. A training plan for the Contractor has not been established yet.

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25	Scope of Work	10.5.2	27	Will the contractor be responsible for resolving enrollment choice discrepancies with the Health plans (e.g. Arizona Physicians, Mercy, IHS)?	No
26	Special Instructions	2	42	How will points be assigned for the evaluation of proposals? How many points are designated for each of the following: 1) Cost; 2) Experience of the Offeror; 3) Contract Services	See Round 1, question 1.
27	AHCCCS Health Insurance Application form	N/A	N/A	In what case are families required to come into state office for interview? (see front page of enrollment application).	Families are not required to come into the office for interviews.